

# **Jacksonville Housing Authority**

## **REQUEST FOR PROPOSALS (RFP) No. CS-001-20**

### **Electronic Document Management / Workflow Software**



**RFP Document**

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## **INTRODUCTION**

The Jacksonville Housing Authority (hereinafter, “the Agency”) is a public entity that was formed to provide federally subsidized housing and housing assistance to low-income families in the Duval County, Baldwin and Jacksonville Beach areas. The Agency is headed by an Executive Director (ED) and is governed by a six-person board of commissioners and is subject to the requirements of Title 24 of the Code of Federal Regulations (hereinafter, “CFR”) and the Agency’s procurement policy.

In keeping with its mandate to provide efficient and effective services, the Jacksonville Housing Authority (JHA) invites all interested vendors to submit proposals to provide software and services to meet the needs for a paperless electronic tenant record system. It is JHA’s intention to move to a paperless environment for all of its core processes. Since 85% of our paper documents relate to tenant processing, that is our primary focus. However, we expect to remove paper from most of our other processes as well, including Accounts Payable, Contract Administration, Procurement, Human Resources and other ‘back office’ processes.

Note that ‘paperless’ refers to dramatically minimizing the use of paper in our processes. We do not expect to completely eliminate the use of paper. We do expect the solution to address process, and improve workflows, and therefore the objective is not simply to ‘digitize’ files by scanning documents ‘after the fact’. All proposals submitted in response to this solicitation must conform to all of the requirements and specifications outlined within this document and any designated attachments in its entirety.

**REQUEST FOR PROPOSAL (RFP) No. CS-001-20, Electronic Document Management**

**RFP INFORMATION AT A GLANCE**

[RFP at a Glance - Table 2]

<p><b>JHA CONTACT PERSON (NOTE: Unless otherwise specified, any reference herein to “Contracting Officer” or CO” shall be a reference to the Agency contact person listed)</b></p>	<p>Colene Orsini Telephone: (904) 366-6078 Email: corsini@jaxha.org</p>
<p><b>HOW TO OBTAIN THE RFP DOCUMENTS ON THE EPROCUREMENT MARKETPLACE</b></p>	<ol style="list-style-type: none"> <li>1. Access all documents at ha.internationaleprocument.com (no “www”).</li> <li>2. Click on the “Login” button in the upper left side.</li> <li>3. Follow the listed directions.</li> <li>4. If you have any problems in accessing or registering on the Marketplace, please call customer support at (866)526-9266.</li> </ol>
<p><b>PRE-BID MEETING TIME &amp; LOCATION</b></p>	<p><b><u>Pre-Bid Meeting Date May 8th, 2019 at 10:00 a.m., EPT (Eastern Prevailing Time)</u></b></p> <p>Jacksonville Housing Authority 1300 Broad St. N. Jacksonville, FL 32202</p>
<p><b>WRITTEN INQUIRIES SUBMITTAL DEADLINE</b></p>	<p><b><u>May 19th, 2019 at 12:00 p.m. (Noon) EST</u></b></p>
<p><b>HOW TO FULLY RESPOND TO THIS RFP BY SUBMITTING A PROPOSAL SUBMITTAL</b></p>	<p><b>All Proposals must be clearly labeled and denote the above RFP number and submitted in a sealed envelope to 1300 Broad Street N. Jacksonville, FL 32202 and include the items outlined in Section 3.0. It must include one (1) original and three (3) copies of your full submittal package.</b></p>
<p><b>PROPOSAL SUBMITTAL RETURN &amp; DEADLINE</b></p>	<p><b><u>Proposal Due: June 2nd, 2020 at 3:00 p.m. EST</u></b></p> <p>Jacksonville Housing Authority 1300 Broad Street N. Jacksonville, FL 32202</p>

- 1.0 **JHA'S RESERVATION OF RIGHTS:** The Agency reserves the right to:
- 1.1 **Right to Reject, Waive, or Terminate the RFP.** Reject any or all proposals, to waive any informality in the RFP process, or to terminate the RFP process at any time, if deemed by the Agency to be in its best interests.
  - 1.2 **Right to Not Award.** Not award a contract pursuant to this RFP.
  - 1.3 **Right to Terminate.** Terminate a contract awarded pursuant to this RFP, at any time for its convenience upon 10 days written notice to the Contractor(s).
  - 1.4 **Right to Determine Time and Location.** Determine the days, hours, and locations that the successful proposer (hereinafter, "Contractor") shall provide the services called for in this RFP.
  - 1.5 **Right to Retain Proposals.** Retain all proposals submitted and not permit withdrawal for a period of 60 days subsequent to the deadline for receiving proposals without the written consent of the Agency Contracting Officer (CO).
  - 1.6 **Right to Negotiate.** Negotiate the fees proposed by the proposer entity
  - 1.7 **Right to Reject Any Proposal.** Reject and not consider any proposal that does not meet the requirements of this RFP, including but not necessarily limited to incomplete proposals and/or proposers offering alternate or non-requested services
  - 1.8 **No Obligation to Compensate.** Have no obligation to compensate any proposer for any costs incurred in responding to this RFP.
  - 1.9 **Right to Prohibit.** At any time during the RFP or contract process, prohibit any further participation by a proposer or reject any proposal submitted that does not conform to any of the requirements detailed herein. By accessing the [ha.internationaleprocurement.com](http://ha.internationaleprocurement.com) eProcurement Marketplace (hereinafter, the "eProcurement Marketplace" or the "Marketplace") and by downloading this document, each prospective proposer is thereby agreeing to abide by all terms and conditions listed within this document and within the eProcurement Marketplace, and further agrees that he/she will inform the CO in writing within 5 days of the discovery of any item listed herein or of any item that is issued thereafter by the Agency that he/she feels needs to be addressed. Failure to abide by this time-frame shall relieve the Agency, but not the prospective or actual proposer, of any responsibility pertaining to such issue.
  - 1.10 **Right to Reject - Obtaining Competitive Solicitation Documents.** The eProcurement Marketplace is the only official and appropriate venue to obtain the competitive solicitation documents (and any other information pertaining to the competitive solicitation such as addenda). Accordingly, by submitting a response to this competitive solicitation the respondent thereby affirms that he/she obtained all information on the eProcurement Marketplace. Any other group such as a proposal depository that informs potential respondents of the availability of such competitive solicitations are hereby instructed to not distribute these documents to any such potential respondents, but to instruct the potential respondents to visit the

eProcurement Marketplace to obtain the documents. The Agency will reject without consideration any response submitted from a firm that has not obtained the documents from the eProcurement Marketplace.

**2.0 SCOPE OF WORK/TECHNICAL SPECIFICATIONS.** The Jacksonville Housing Authority (JHA) invites all interested vendors to submit proposals to provide software and support to meet the needs for a Document Management/Workflow System – paperless Electronic Tenant Record system. The proposed solution should address the key technologies and functionality, including but not limited to:

- Document Management
  - File creation
  - Document filing
  - Document indexing
  - Document and Data Linking
  - File retrieval
  - Version Control / Annotations / Redactions / Check-in / Check-out
- Electronic Records Management
  - Retention and Disposition Schedules
- Workflow
  - Document routing
  - Serial and parallel task flows
  - Electronic forms
  - Noticeboards/Dashboards for Task Assignment and Management
- Imaging
  - Document Recognition
- Content Security
- Search Features
- Browsing/Folders
- Internal and External (HUD, Independent, etc.) paperless audits
- Integration with our Housing Authority Management System

The JHA initially plans to implement the selected system in its Housing Choice Voucher and Public Housing programs

- Current participant files

JHA is seeking a solution that will address the key requirements for the programs' processes including document management, imaging, content security, search, and folders; and can address broader Enterprise Content Management requirements in the future.

It is expected that all proposals include formal training and also include qualified software support for up to five (5) years following successful implementation as determined by the JHA.

**Current Environment**

- Major Application Software
  - Yardi Voyager

**Documents**

The JHA currently stores documents on and off site. For the purposes of this project, only documents specific to processes involving current and future tenants and applicants will be managed. Back scanning of older documents/files will probably take place after all tenants are 'paperless' for their active files. We expect that the successful bidder will understand the processes and types and quantities of documents required for servicing over 11,000 families across different housing programs.

**2.1 JHA Objectives and Requirements:**

JHA's key objectives for the project are:

- Minimize or eliminate the use of paper in our key processes
- Automate and manage our key processes through configurable workflows
- Minimize or eliminate manual data entry tasks
- Ensure compliance with all regulatory, statutory and voluntary requirements
- Achieve demonstrable efficiencies of at least 20% across our key processes

The following are requirements to achieve our objectives. If selected as one of the top 3 bidders, vendor must anticipate demonstrating any or all of the following:

- The proposed solution should use nonproprietary file formats (documents are stored in an "open" format allowing us to connect it to another system) and be scalable (system can support 1 user or 1,000 users without major changes.)
- Streamline the processing of documents and information, including the ability to automatically capture the following document types: inbound emails and attachments, faxes, scanned images, existing electronic documents, other paper documents such as: applicant, client, resident and landlord records, requisitions, inspections, quotes, invoices, vouchers, employee records, etc. and to store the captured objects (image/documents) by indexing into a single, electronic

repository which allows the retrieval of the objects from anywhere via WAN, LAN, VPN, intranet or internet (any TCP/IP Route)

- Automatically link/associate documents with related documents and data (i.e. 50058's with supporting documents)
- Provide an Enterprise Content Management System (ECM) solution integrated with core business and operations applications without requiring additional programming.
- Provide options for both programmatic and non-programmatic integration to other business and operations applications without requiring additional software.
- Provide direct access to documents from the display of business and operations applications through some form of application enabler.
- Provide automated generation of document 'packets' (i.e. recertification packets)
- Provide dynamic document checklists for key processes (applications, move-outs, etc.) with alerts for late/missing documents
- Provide users with simple electronic access to documents, records and information using existing folder concepts.
- Retrieval sorting requirements include retrieval by name, social security number, tenant number, address, action and document.
- Print to any print device, a standard desktop or network printing service.
- Ability to import any document, report or other content that is printable from a Windows Application directly into the Document Management System
- Allow distribution of the captured objects via print, fax or email. Create quality images of handwritten or electronically created documents.
- Provide audit/event log capabilities such as who viewed, deleted, changed, annotated, faxed, printed or re-indexed an object, where the user connected from, and when the user performed the action.
- Enable totally paperless external audits (HUD and Independent).
- Enable paperless internal audit/quality control with metrics
- Provide access control with internal security or Active Directory single sign on.
- Provide concurrent user licenses for accessing the Document Management System.
- Provide one (1) license for testing purposes for future use.
- Provide ability to create dynamic electronic forms to use as part of a workflow process.
- Provide scanning/imaging capability with automatic identification/recognition of different types of documents
- Provide desk-side electronic signature capture



## **2.2 Sourcing Objectives:**

The sourcing process will identify the Supplier who is best suited to perform the full scope of Electronic Document Management / Workflow Software services defined in this RFP. Although we will pursue the best market solution for each of the services addressed in this document, the JHA believes we can best meet our objectives through a single supplier.

- We will engage a Supplier that will maintain Systems and Networks in a high state of performance effectiveness.
- We will select a Supplier that will ensure the JHA's IT services meet customers' needs on a 24 hour / 7 days a week basis.
- We will engage a Supplier that resolves users' issues in a timely and accurate manner.
- We will engage a Supplier who has demonstrated relevant knowledge of the public housing services industry.
- We will engage a Supplier who demonstrates innovation, productivity improvements, and efficiencies that drive year over year savings.
- We will ensure that the sourcing process facilitates the JHA's objectives of rapid transition and very significant cost savings throughout the course of the contract.
- We will identify a Supplier that offers the best cost controls, productivity gains year over year and will control expenses.
- We will identify a Supplier who can fully meet regulatory compliance requirements.

## **2.3 Supplier Evaluation Criteria**

The JHA is seeking to partner with a Supplier that is reliable and financially stable. The Supplier must meet our stringent cost, quality, and service requirements; we will evaluate all responses based on the material submitted by the Supplier(s). At a high level, the JHA expects to evaluate Suppliers in the areas of capability, cost, quality, risk, flexibility, and competitive differentiation. Responses must be specific and complete in every detail. The JHA's evaluation criteria may include, but are not limited to:

- Ability to meet JHA's quality and operational requirements
- Use of process controls and metrics based management performance
- Competitive and flexible pricing (today and in the future)
- Ability to partner with the JHA and create value in which both parties benefit
- Experience with clients of like size in highly-regulated environments subject to rigorous operational controls

- Ability to perform rapid transition to an outsourced service delivery model, demonstrated by a well-articulated transition plan. Plan must be in compliance with the JHA's Transition Phases
- Automated tools and standardized methodologies, and the ability to introduce those tools and methodologies to the JHA environment
- Willingness to comply with the JHA's contractual/operational Terms and Conditions
- Innovative plans for a converged technology environment
- Responsiveness to the JHA. We will evaluate proposals based on their substance rather than their form, and on adherence to the response instructions provided by the JHA
- Demonstrated record of service delivery excellence through customer references and service experience

These are not the sole criteria we will use to make our selection. The JHA reserves the right to adjust the selection criteria at any time until the final selection is made. Furthermore, the JHA reserves the right to allocate services however the JHA deems appropriate and its decision, once made, will be final.

#### **2.4 Required License:**

As required by State of Florida, the contractor shall be in possession of a current business license.

### **3.0 PROPOSAL FORMAT:**

**3.1 Tabbed Proposal Submittal.** The Agency intends to retain the Contractor pursuant to a "Best Value" basis, not a "Low Bid" basis ("Best Value," in that the Agency will, as detailed within the following Section 4.0, consider factors other than cost in making the award decision). Therefore, so that the Agency can properly evaluate the offers received, all proposals submitted in response to this RFP must be formatted in accordance with the sequence noted within the table below. Each category must be separated by numbered index dividers, which number extends so that each tab can be located without opening the proposal and labeled with the corresponding tab reference also noted below. None of the proposed services may conflict with any requirement the Agency has published herein or has issued by addendum.

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**[PROPOSAL Submittal - Table 3]**

<b>RFP Section</b>	<b>Tab No.</b>	<b>Description</b>
<b>3.1.1</b>	<b>1</b>	<b>Form of Proposal.</b> This Form is attached hereto as <b>Attachment A</b> to this RFP document. This form must be fully completed, executed where provided thereon and submitted under this tab as a part of the proposal submittal.
<b>3.1.1.1</b>		<b>Entry of Proposed Fees.</b> The form for this is attached hereto as <b>Attachments B</b> to this RFP document. This form must be fully completed and submitted under this tab as a part of the proposal submitted.
<b>3.1.2</b>	<b>2</b>	<b>Form HUD-5369-C (8/93), Certifications and Representations of Offerors, Non-Construction Contract.</b> This Form is attached hereto as <b>Attachment C</b> to this RFP document. This 2-page Form must be fully completed, executed where provided thereon and submitted under this tab as a part of the proposal submittal.
<b>3.1.3</b>	<b>3</b>	<b>Profile of Firm Form.</b> The Profile of Firm Form is attached hereto as <b>Attachment D</b> to this RFP document. This 2-page Form must be fully completed, executed, and submitted under this tab as a part of the proposal submittal.
<b>3.1.4</b>	<b>4</b>	<b>Proposed Services.</b> As more fully detailed within Section 2.0, <i>Scope of Proposal/Technical Specifications</i> , of this document, the proposer shall, at a minimum, clearly detail within the information submitted under this tab documentation showing:
<b>3.1.4.1</b>		As detailed within Section 4.1, Evaluation Factor No. 2, herein, the proposer's <b>DEMONSTRATED UNDERSTANDING</b> of the <b>JHA'S REQUIREMENTS</b> .
<b>3.1.4.2</b>		As detailed within Section 4.1, Evaluation Factor No. 3, herein, the proposer's <b>TECHNICAL APPROACH</b> (including, if appropriate, labor categories, estimated hours and skill mix) and the proposer's proposed Work Plan to provide the required services.
<b>3.1.4.3</b>		As detailed within Section 4.1, Evaluation Factor No. 4, herein, the proposer's <b>TECHNICAL CAPABILITIES</b> (in terms of personnel, equipment and materials) and the <b>MANAGEMENT PLAN</b> (including staffing of key positions, method of assigning work and procedures for maintaining level of service, etc.).
<b>3.1.4.4</b>		As detailed within Section 4.1, Evaluation Factor No. 5, herein, the proposer's <b>DEMONSTRATED EXPERIENCE</b> in performing similar work and the proposer's <b>DEMONSTRATED SUCCESSFUL PAST PERFORMANCE</b> (including meeting costs, schedules, and performance requirements) of contract work substantially similar to that required by this solicitation as verified by reference checks or other means.
<b>3.1.4.5</b>		If appropriate, how staff are retained, screened, trained, and monitored.
<b>3.1.4.6</b>		The proposed quality assurance program.
<b>3.1.4.7</b>		An explanation and copies of forms that will be used and reports that will be submitted and the method of such reports (i.e. written; fax; Internet; etc.).
<b>3.1.4.8</b>		A complete description of the products and services the firm provides.
<b>3.1.4.9</b>		Completed Desired System Functionality List - <b>Attachment E</b>

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3.1.5	5	<p><b>Managerial Capacity/Financial Viability/Staffing Plan.</b> The proposer entity must submit under this tab a concise description of its managerial and financial capacity to deliver the proposed services, including brief professional resumes for the persons identified within areas (5) and (6) of Attachment D, <i>Profile of Firm Form</i>. Such information shall include the proposer’s qualifications to provide the services; a description of the background and current organization of the firm (including a current organizational chart).</p>
3.1.6	6	<p><b>Client Information:</b> The proposer shall submit a listing of former or current clients (minimum of 3 required), including the Public Housing Authorities, for whom the proposer has performed similar or like services to those being proposed herein. The listing shall, at a minimum, include:</p> <ol style="list-style-type: none"> <li>1. The client’s name;</li> <li>2. The client’s contact name;</li> <li>3. The client’s telephone number;</li> <li>4. A brief description and scope of the service(s) and the dates the services were provided;</li> </ol>
3.1.7	7	<p><b>Equal Employment Opportunity/Supplier Diversity.</b> The proposer must submit under this tab a copy of its Equal Opportunity Employment Policy and a complete description of the positive steps it will take to ensure compliance, to the greatest extent feasible, with the regulations detailed within the following Section 3.6 herein pertaining to supplier diversity (e.g. small, minority-, and women-owned businesses).</p>
3.1.8	8	<p><b>Subcontractor/Joint Venture Information (Optional Item).</b> The proposer shall identify hereunder whether or not he/she intends to use any subcontractors for this job, if awarded, and/or if the proposal is a joint venture with another firm. Please remember that all information required from the proposer under the preceding tabs must also be included for any major subcontractors (10% or more) or from any joint venture.</p>
3.1.9	9	<p><b>Section 3 Business Preference Documentation (Optional Item).</b> For any proposer claiming a Section 3 Business preference, he/she shall under this tab include the fully completed and executed Section 3 Business Preference Certification Form attached hereto as <b>Attachment F</b> and any documentation required by that form.</p>
3.1.10	10	<p><b>Other Information (Optional Item).</b> The proposer may include hereunder any other general information that the proposer believes is appropriate to assist the Agency in its evaluation.</p>
3.1.11	<p><b>No Information Placed under a Tab.</b> If no information is to be placed under any of the above noted tabs (especially the "Optional" tabs), please place there under a statement such as "NO INFORMATION IS BEING PLACED UNDER THIS TAB" or "THIS TAB LEFT INTENTIONALLY BLANK." DO NOT eliminate any of the tabs.</p>	
3.1.1.12	<p><b>Proposal Submittal Binding Method.</b> It is preferable and recommended that the proposer bind the proposal submittals in such a manner that the Agency can, if needed, remove the binding (i.e. “comb-type;” etc.) or remove the pages from the cover (i.e. 3-ring binder; etc.) to make copies, and then conveniently return the proposal submittal to its original condition.</p>	

**3.2 Entry of Proposed Fees:**

The proposed fees shall be entered by the proposer and received by the JHA using the form provided in Attachment B and included under Tab 1 as outlined above. Such fees shall be all-inclusive of all related costs that the Contractor will incur to provide the noted services, including, but not limited to: employee wages and benefits; travel to the site; clerical support; overhead; profit; licensing; insurance; materials; supplies; tools; equipment; long distance telephone calls; document copying; etc. The Contractor may elect to enter a “no” proposal on any of the communities. The Contractor understands that if they do not bid on a community they will not be allowed to do any work at that community until the next RFP is issued (possibly 5 years).

**3.3 Additional Information Pertaining to the Pricing Items:**

**3.3.1 HUD Maintenance Wage Rates Determination (MWRD) (NOT APPLICABLE):** HUD has determined that, for non-construction maintenance work (work not covered by Davis-Bacon requirements), the HA must ensure that contractors do not pay its employees that perform such work for the HA at a rate less than the rates listed on the HUD Maintenance Wage Rate Determination form. Therefore, by submitting a proposal, each proposer is thereby agreeing to and verifying that he/she will not pay his/her employees at rates less than the amounts in Attachment H3.

**3.3.2 Price Escalation:** Pertaining to the ensuing contract, there shall be no escalation of the proposed costs allowed at any time during the awarded contract except for any legitimate change orders that may be approved by the Agency.

**3.3.3 Prior Agency Approval Required.** Please note that the successful proposer shall NOT conduct any additional work outside the scope of this RFP without the prior written authorization of the Agency representative. Failure to abide by this directive shall release the Agency of any obligation to pay the successful proposer for any work conducted without the noted prior written authorization.

**3.3.4 No Deposit/No Retainer.** The Agency will NOT pay any deposit or retainer fees at any time as a result of award of the ensuing contract (though the Agency may consider, under certain circumstances, a reasonable and justified payment for mobilization).

**3.4 Proposal Submission Responsibilities:** All “hard-copy” proposals must be submitted and time-stamped received in the designated JHA office no later than the submittal deadline stated herein (or within any ensuing addendum). **A total of 1 (one) original signature copy (marked "ORIGINAL") and 3 (three) exact copies marked as “COPY” of the proposal submission must be submitted.** Each of the 4 (four) separate proposal submittals shall have a

cover and extending tabs and shall be placed unfolded in a sealed package and addressed to:

**Jacksonville Housing Authority**  
**RFP No. CS-001-20**  
**Attention: Colene Orsini, Procurement Supervisor**  
**1300 Broad Street N.**  
**Jacksonville, Florida 32202**

- 3.4.1 Labeling Proposal Package.** The package exterior must clearly denote the above noted RFP number and must have the proposer's name and return address. Proposals received after the published deadline will not be accepted.
- 3.4.2 Submission Conditions:** DO NOT FOLD OR MAKE ANY ADDITIONAL MARKS, NOTATIONS OR REQUIREMENTS ON THE DOCUMENTS TO BE SUBMITTED! Proposers are not allowed to change any requirements or forms contained herein, either by making or entering onto these documents or the documents submitted any revisions or additions; and if any such additional marks, notations or requirements are entered on any of the documents that are submitted to the JHA by the proposer, such may invalidate that proposal. If, after accepting such a proposal, the JHA decides that any such entry has not changed the intent of the proposal that the JHA intended to receive, the JHA may accept the proposal and the proposal shall be considered by the JHA as if those additional marks, notations or requirements were not entered on such. By downloading these documents, each prospective proposer that does so is thereby agreeing to confirm all notices that the JHA delivers to him/her as instructed, and by submitting a proposal, the proposer is thereby agreeing to abide by all terms and conditions published herein and by addendum pertaining to this RFP.
- 3.4.3 Submission Responsibilities:** It shall be the responsibility of each proposer to be aware of and to abide by all dates, times, conditions, requirements and specifications set forth within all applicable documents issued by the JHA, including the RFP document, the documents listed within the following Section 3.8, and any addenda and required attachments submitted by the proposer. By virtue of completing, signing and submitting the completed documents, the proposer is stating his/her agreement to comply with all the conditions and requirements set forth within those documents. Written notice from the proposer not authorized in writing by the CO to exclude any of the JHA requirements contained within the documents may cause that proposer to not be considered for award.
- 3.5 Proposer's Responsibilities - Contact with the JHA:** It is the responsibility of the proposer to address all communication and correspondence pertaining

to this RFP process to the CO only. Proposers must not make inquiry or communicate with any other JHA staff member or official (including members of the Board of Commissioners) pertaining to this RFP. Failure to abide by this requirement may be cause for the JHA to not consider a proposal submittal received from any proposer who has not abided by this directive.

**3.5.1 Addendums:** All questions and requests for information must be addressed in writing (via email) to the CO. The CO will respond to all such inquiries in writing by addendum to all prospective proposers (i.e. firms or individuals that have obtained the RFP Documents). During the RFP solicitation process, the CO will NOT conduct any ex parte (a substantive conversation—"substantive" meaning, when decisions pertaining to the RFP are made between the JHA and a prospective proposer when other prospective proposers are not present) conversations that may give one prospective proposer an advantage over other prospective proposers. This does not mean that prospective proposers may not call the CO, it simply means that, other than making replies to direct the prospective proposer where his/her answer has already been issued within the solicitation documents, the CO may not respond to the prospective proposer's inquiries but will direct him/her to submit such inquiry in writing so that the CO may more fairly respond to all prospective proposers in writing by addendum.

**3.6 Proposer's Responsibilities — Equal Employment Opportunity and Supplier Diversity.** Both the Contractor and the Agency have, pursuant to HUD regulation, certain responsibilities pertaining to the hiring and retention of personnel and subcontractors.

**3.6.1** Within **2 CFR §200.321** it states: Contracting with small and minority businesses, women's business enterprises, and labor surplus area firms.

**3.6.1.1** The non-federal entity must take all necessary affirmative steps to assure that minority businesses, women's business enterprises, and labor surplus area firms are used when possible.

**3.6.1.2** Affirmative steps must include:

**3.6.1.2.1** Placing qualified small and minority businesses and women's business enterprises on solicitation lists;

**3.6.1.2.2** Assuring that small and minority businesses, and women's business enterprises are solicited whenever they are potential sources;

- 3.6.1.2.3** Dividing total requirements, when economically feasible, into smaller tasks or quantities to permit maximum participation by small and minority business, and women's business enterprises;
- 3.6.1.2.4** Establishing delivery schedules, where the requirement permits, which encourage participation by small and minority business, and women's business enterprises;
- 3.6.1.2.5** Using the services and assistance, as appropriate, of such organizations as the Small Business Administration and the Minority Business Development Agency of the Department of Commerce; and
- 3.6.1.2.6** Requiring the prime contractor, if subcontracts are to be let, to take the affirmative steps listed in paragraphs (1) through (5) of this section.

**3.6.2** Within **HUD Procurement Handbook 7460.8 REV 2** it states:

- 3.6.2.1** Section 15.5.A, Required Efforts. Consistent with Presidential Orders 11625, 12138, and 12432, the JHA shall make every effort to ensure that small businesses, MBEs, WBEs, and labor surplus area businesses participate in JHA contracting.
- 3.6.2.2** Section 15.5.B, Goals. The JHA is encouraged to establish goals by which they can measure the effectiveness of their efforts in implementing programs in support of Section 3 and contracting with disadvantaged firms.

**3.6.3** Within the JHA's **Agency Procurement Policy - Section 16** it states that our Agency will:

- 3.6.3.1 Provide assistance to Small and Other Business, Required Efforts:**
  - 3.6.3.1.1** Including such firms, when qualified, on solicitation mailing lists;
  - 3.6.3.1.2** Encouraging their participation through direct solicitation of proposals or proposals whenever they are potential sources;



- 3.6.3.1.3** Dividing total requirements, when economically feasible, into smaller tasks or quantities to permit maximum participation by such firms;
- 3.6.3.1.4** Establishing delivery schedules, where the requirement permits, which encourage participation by such firms;
- 3.6.3.1.5** Using the services and assistance of the Small Business Administration, and the Minority Business Development Agency of the Department of Commerce;
- 3.6.3.1.6** Including in contracts, to the greatest extent feasible, a clause requiring contractors, to provide opportunities for training and employment for lower income residents of the project area and to award subcontracts for work in connection with the project to business concerns which provide opportunities to low-income residents, as described in 24 CFR Part 135 (so-called Section 3 businesses); and
- 3.6.3.1.7** Requiring prime contractors, when subcontracting is anticipated, to take the positive steps listed above.

**3.6.4 Requirements.** Accordingly, please see Section 3.1.7 within Table No. 3 herein which details the information pertaining to this issue that the proposer must submit in response to this proposal showing compliance, to the greatest extent feasible, with these regulations.

**3.7 Pre-Proposal Conference:** The scheduled pre-proposal conference identified on Table 2 of this document, pursuant to HUD regulation, is not mandatory but highly suggested. Many prospective proposers have previously responded to an RFP with a multi-tabbed submittal and feel comfortable in doing so without attending the pre-conference. Typically, such conferences last 1 hour or less, though such is not guaranteed. The purpose of this conference is to assist prospective proposers to have a full understanding of the RFP documents so that he/she feels confident in submitting an appropriate proposal; therefore, at this conference the JHA will conduct a brief overview of the RFP documents, including the attachments. Prospective proposers may also ask questions, though the CO may require that some such questions are delivered in writing prior to a response being delivered. Whereas the purpose of this conference is to review the RFP documents, attendees should bring a copy of the RFP documents to this

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conference; the JHA **will not** distribute any copies of the RFP documents at this conference.

**3.8 Recap of Attachments:** It is the responsibility of each proposer to verify that he/she has downloaded the following attachments pertaining to this RFP, which are hereby by reference included as a part of this RFP:

**[Table 4]**

<b>Recap of Attachments</b>		
<b>RFP Section</b>	<b>Attachment</b>	<b>Attachment Description</b>
<b>3.8.1</b>		This RFP Document
<b>3.8.2</b>	<b>A</b>	Form of Proposal
<b>3.8.3</b>	<b>B</b>	Proposed Fees
<b>3.8.4</b>	<b>C</b>	Form HUD-5369-C (8/93), <i>Certifications and Representations of Offerors, Non-Construction Contract</i>
<b>3.8.4.1</b>	<b>C1</b>	Form HUD-5369-B (8/93), <i>Instructions to Offerors Non-Construction</i>
<b>3.8.4.2</b>	<b>C2</b>	Form HUD-5370-C Section 1 (1/14), <i>General Conditions for Non-Construction Contracts – Section 1 – (With or Without Maintenance Work)</i>
<b>3.8.5</b>	<b>D</b>	Profile of Firm Form
<b>3.8.6</b>	<b>E</b>	Desired System Functionality List
<b>3.8.7</b>	<b>F</b>	Section 3 Form Business Preference Submittal Form
<b>3.8.7.1</b>	<b>F1</b>	Section 3 Business Preference Explanation
<b>3.8.7.2</b>	<b>F2</b>	Section 3 Plan – Sample Contract
<b>3.8.8</b>	<b>G</b>	<i>Agency Supplemental Instructions To Proposers &amp; Contractors (SIPC)</i>
<b>3.8.9</b>	<b>H</b>	JHA Sample Contract Form (please note: the contract is being provided as a sample only. The JHA reserves the right to revise any clause herein and/or to include within the ensuing contract any additional clauses that the JHA feels it is in its best interests)
<b>3.8.10</b>	<b>I</b>	form HUD 50071 (01/14), <i>Certification of Payments to Influence Federal Transactions</i> (NOTE: This form will only be completed and included as a part of the ensuing contract if the Agency anticipates that total awards pursuant to the ensuing contract may or will exceed \$100,000.)
<b>3.8.10.1</b>	<b>I1</b>	<i>Standard Form LLL (Rev. 01/14), Disclosure of Lobbying Activities</i> (NOTE: This form will only be completed and included as a part of the ensuing contract if the Contractor designates an affirmative answer to Item No. (2) within the immediate identified form 50071.)

**4.0 PROPOSAL EVALUATION:**

**4.1 Evaluation Factors.** The following factors will be utilized by the Agency to evaluate each proposal submittal received; award of points for each listed factor will be based upon the documentation that the proposer submits within his/her proposal submittal:

**[Table No. 5]**

<b>Factor No.</b>	<b>Max Point Value*</b>	<b>Factor Type*</b>	<b>Factor Description*</b>
<b>1</b>	<b>50 points</b>	<b>Objective</b>	The <b>PROPOSED COSTS</b> submitted by the proposer.
<b>2</b>	<b>10 points</b>	<b>Subjective (Technical)</b>	The proposer's <b>DEMONSTRATED UNDERSTANDING of the AGENCY'S REQUIREMENT.</b>
<b>3</b>	<b>10 points</b>	<b>Subjective (Technical)</b>	The <b>QUALITY</b> of the <b>TECHNICAL APPROACH</b> and the <b>SERVICES PROPOSED.</b>
<b>4</b>	<b>10 points</b>	<b>Subjective (Technical)</b>	The proposer's <b>TECHNICAL CAPABILITIES</b> (in terms of personnel) and the <b>MANAGEMENT PLAN</b> (including the ability to provide the services detailed herein).
<b>5</b>	<b>10 points</b>	<b>Subjective (Technical)</b>	The proposer's <b>DEMONSTRATED RELEVANT EXPERIENCE</b> in performing similar work and the proposer's <b>DEMONSTRATED SUCCESSFUL PAST PERFORMANCE</b> (including meeting costs, schedules, and performance requirements) of contract work substantially similar to that required by this solicitation as verified by reference checks or other means. (NOTE: The Agency will place particular emphasis on the proposer's above described EXPERIENCE and PAST PERFORMANCE with Public Housing- and HUD-related work).
<b>6</b>	<b>10 points</b>	<b>Subjective (Technical)</b>	The <b>OVERALL QUALITY, ORGANIZATION, and PROFESSIONAL APPEARANCE</b> of the <b>PROPOSAL SUBMITTED</b> , based upon the opinion of the evaluators.
	<b>100 points</b>	<b>Total Points (other than preference points)</b>	
<b>*NOTE: Points will be awarded for each Subjective Factor by each of the appointed evaluation committee members based on his/her opinion after a thorough review of the information submitted by each proposer within his/her proposal.</b>			

**4.1.1 Preference Evaluation Factor.** The CO will utilize the following factors to evaluate each proposal submittal received:

**[Table No. 5a]**

No.	Max Point Value	Factor Type	Factor Description
7		<b>Objective</b>	<b>SECTION 3 BUSINESS PREFERENCE PARTICIPATION.</b> A firm may qualify for Section 3 status as detailed within Attachments F and F1 (NOTE: A max of 15 points awarded).
7a	15 points		<b>Priority I, Category 1a.</b> Business concerns that are 51 percent or more owned by residents of the housing development or developments for which the Section 3-covered assistance is expended.
7b	13 points		<b>Priority II, Category 1b.</b> Business concerns whose workforce includes 30 percent of residents of the housing development for which the Section 3-covered assistance is expended, or within three (3) years of the date of first employment with the business concern, were residents of the Section 3-covered housing development.
7c	11 points		<b>Priority III, Category 2a.</b> Business concerns that are 51 percent or more owned by residents of any other housing development or developments.
7d	9 points		<b>Priority IV, Category 2b.</b> Business concerns whose workforce includes 30 percent of residents of any other public housing development or developments, or within three (3) years of the date of first employment with the business concern, were "Section 3" residents of any other public housing development.
7e	7 points		<b>Priority V, Category 3.</b> Business concerns participating in HUD Youth-build programs being carried out in the metropolitan area in which the Section 3-covered assistance is expended.
7f	5 points		<b>Priority VI, Category 4a.</b> Business concerns that are 51 percent or more owned by Section 3 residents in the metropolitan area, or whose permanent, full-time workforce includes no less than 30 percent of Section 3 residents in the metropolitan area, or within three (3) years of the date of employment with the business concern, were Section 3 residents in the metropolitan area.
7g	3 points		<b>Priority VII, Category 4b.</b> Business concerns that subcontract in excess of 25 percent of the total amount of subcontracts to Section 3 business

			concerns.
	<b>15 points</b>	<b>Total Possible Points</b>	

**4.2 Evaluation Method.**

**4.2.1 Initial Evaluation for Responsiveness.** Each proposal received will first be evaluated for responsiveness (i.e. meets the minimum of the requirements).

**4.2.2 Evaluation Packet.** An evaluation packet will be prepared for each evaluator, including the following documents:

- 4.2.2.1** Instructions to Evaluators;
- 4.2.2.2** Proposal Tabulation Form;
- 4.2.2.3** Written Narrative Form for each proposer;
- 4.2.2.4** Recap of each proposer’s responsiveness;
- 4.2.2.5** Copy of all pertinent RFP documents.

**4.2.3 Evaluation Committee.** The Agency anticipates that it will select a minimum of a three-person committee to evaluate each of the responsive “hard copy” proposals submitted in response to this RFP. PLEASE NOTE: No proposer shall be informed at any time during or after the RFP process as to the identity of any evaluation committee member. If, by chance, a proposer does become aware of the identity of such person(s), he/she SHALL NOT make any attempt to contact or discuss with such person anything related to this RFP. As detailed within Section 3.5 of this document, the designated CO is the only person at the Agency that the proposers shall contact pertaining to this RFP. Failure to abide by this requirement may (and most likely will) cause such proposer(s) to be eliminated from consideration for award.

**4.2.4 Evaluation.** The CO will evaluate and award points pertaining to Evaluation Factors No. 1 and No. 7 (the “Objective” Factors). The appointed evaluation committee, independent of the CO or any other person at the Agency, shall evaluate the responsive proposals submitted and award points pertaining to Evaluation Factors No. 2, 3, 4, 5 and 6 (the “Subjective” Factors). Upon final completion of the proposal evaluation process, the evaluation committee will forward the completed evaluations to the CO.

**4.2.4.1 Points Awarded Range.** Pertaining to the Subjective Factors, please note the following range of points

awarded (points pertaining to this RFP are shaded— please also see the Evaluation Factors detailed within the preceding Section 4.1):

**[Table No. 6]**

<b>Points Awarded Range</b>				
<b>Classification*</b>	<b>Rating</b>	<b>%</b>	<b>10</b>	<b>100**</b>
<b>Acceptable</b>	<b>Excellent</b>	<b>95%/+</b>	<b>10</b>	<b>95-100</b>
<b>Acceptable</b>	<b>Very Good</b>	<b>90%/+</b>	<b>9</b>	<b>90-94</b>
<b>Potentially Acceptable</b>	<b>Good</b>	<b>80%/+</b>	<b>8</b>	<b>80-89</b>
<b>Potentially Acceptable</b>	<b>Average</b>	<b>70%/+</b>	<b>7</b>	<b>70-79</b>
<b>Unacceptable</b>	<b>Poor</b>	<b>&lt;70%</b>	<b>0-6</b>	<b>0-69</b>
<p><b>*Pursuant to Section 7.2.N.3 of HUD Procurement Handbook 7460.8 REV 2.</b></p> <p><b>**Total available points to be awarded, including cost points, minus preference points.</b></p>				

**4.2.5 Potential "Competitive Range" or "Best and Finals" Negotiations.** The Agency reserves the right to, as detailed within Section 7.2.N through Section 7.2.R of HUD Procurement Handbook 7460.8 REV 2, conduct a "Best and Finals" Negotiation, which may include oral interviews, with all firms deemed to be in the competitive range. Any firm deemed not to be in the competitive range shall be notified of such in writing by the Agency in as timely a manner as possible, but in any case within no longer than 10 days after the beginning of such negotiations with the firms deemed to be in the competitive range.

**4.2.6 Determination of Top-ranked Proposer.** Typically, the subjective points awarded by the evaluation committee will be combined with the objective points awarded by the CO to determine the final rankings, which is typically forwarded by the CO to the ED for approval. If the evaluation was performed to the satisfaction of the ED, the final rankings may be forwarded to the Housing Authority Board of Commissioners (BOC) at a scheduled meeting for approval. Contract negotiations may, at the Agency's option, be conducted prior to or after the BOC approval.

**4.2.6.1 Minimum Evaluation Results.** To be considered to receive an award a proposer must receive a total calculated average of at least 70 points (of the 115 total possible points detailed within Section 4.1 herein).

**4.2.6.2 Ties.** In the case of a tie in points awarded, the award shall be decided as detailed within Section 6.12.C of

HUD Procurement Handbook 7460.8 REV 2, by  
“drawing lots or other random means of selection.”

**4.2.7 Notice of Results of Evaluation.** If an award is completed, all proposers will receive by e-mail a Notice of Results of Evaluation. Such notice shall inform all proposers of:

**4.2.7.1** Which proposer received the award;

**4.2.7.2** Where each proposer placed in the process as a result of the evaluation of the proposals received;

**4.2.7.3** The cost or financial offers received from each proposer;

**4.2.7.4** Each proposer’s right to a debriefing and to protest.

**4.2.8 Restrictions.** All persons having familial (including in-laws) and/or employment relationships (past or current) with principals and/or employees of a proposer entity will be excluded from participation on the Agency evaluation committee. Similarly, all persons having ownership interest in and/or contract with a proposer entity will be excluded from participation on the Agency evaluation committee.

## **5.0 CONTRACT AWARD:**

### **5.1 Contract Award Procedure:**

If a contract is awarded pursuant to this RFP, the following detailed procedures will be followed:

**5.1.1** By completing, executing and submitting the Form of Proposal, Attachment B & B1, the proposer is thereby agreeing to “abide by all terms and conditions pertaining to this RFP as issued by the JHA, either in hard copy or on the noted Internet System, including an agreement to execute the attached Sample Contract form.” The contract clauses already attached as Attachments H1 through H6, also apply. Accordingly, the JHA has no responsibility to conduct after the submittal deadline any negotiations pertaining to the contract clauses already published; and in any case the JHA has no power or authority to negotiate any clauses contained within any attached HUD documents.

### **5.2 Contract Conditions:**

The following provisions are considered mandatory conditions of any contract award made by the JHA pursuant to this RFP:

**5.2.1 Contract Form:** The JHA will not execute a contract on the successful proposer's form- contracts will only be executed on the

JHA form (please see the Sample Contract on Attachment H and the Supplemental Instructions in Attachment G), and by submitting a proposal the successful proposer agrees to do so (please note that the JHA reserves the right to amend this form as the JHA deems necessary). However, the JHA will during the RFP process (prior to the submittal deadline) consider any contract clauses that the proposer wishes to include therein and submits in writing a request for the JHA to do so; but the failure of the JHA to include such clauses does not give the successful proposer the right to refuse to execute the JHA's contract form. It is the responsibility of each prospective proposer to notify the JHA, in writing, prior to submitting a proposal, of any contract clause that he/she is not willing to include in the final executed contract and abide by. The JHA will consider and respond to such written correspondence, and if the prospective proposer is not willing to abide by the JHA's response (decision), then that prospective proposer shall be deemed ineligible to submit a proposal.

**5.2.1.1 HUD Forms.** Please note that the JHA has no legal right or ability to (and will not) at any time negotiate any clauses contained within ANY of the HUD forms included as a part of this RFP.

**5.2.2 Unauthorized Sub-Contracting Prohibited:** The successful proposer shall not assign any right, nor delegate any duty for the work proposed pursuant to this RFP (including, but not limited to, selling or transferring the contract) without the prior written consent of the CO. Any purported assignment of interest or delegation of duty, without the prior written consent of the CO shall be void and may result in the cancellation of the contract with the JHA, or may result in the full or partial forfeiture of funds paid to the successful proposer as a result of the proposed contract; either as determined by the CO.

**5.2.3 Assignment of Personnel:** The JHA shall retain the right to demand and receive a change in personnel assigned to the work if the JHA believes that such change is in the best interest of the JHA and the completion of the contracted work.

**5.3 Contract Period:** The Agency anticipates that it will initially award a contract for the period of 1 year with the option, at the Agency's discretion, of 4 additional one-year option periods, for a maximum total of 5 years.

**5.4 Licensing and Insurance Requirements:** Prior to award (but not as a part of the proposal submission) the *successful proposer* will be required to provide:



- 5.4.1 Workers Compensation Insurance.** An original certificate evidencing the proposer's current industrial (worker's compensation) insurance carrier and coverage amount;
- 5.4.2 General Liability Insurance.** An original certificate evidencing General Liability coverage, naming the JHA as an additional insured, together with the appropriate endorsement to said policy reflecting the addition of the JHA as an additional insured under said policy (minimum of \$1,000,000 each occurrence, general aggregate minimum limit of \$1,000,000, together with damage to premises and fire damage of \$50,000 and medical expenses any one person of \$5,000), with a deductible of not greater than \$1,000;
- 5.4.3 Automobile Insurance.** An original certificate showing the proposer's automobile insurance coverage in a combined single limit of \$1,000,000 for every vehicle utilized during the term of this program, when not owned by the entity, each vehicle must have evidence of automobile insurance coverage with limits of no less than \$50,000/\$100,000 and medical pay of \$5,000.
- 5.4.4 City/County/State Business License.** If applicable, a copy of the proposer's business license allowing that entity to provide such services within the City of Jacksonville, FL, any of the counties named within the INTRODUCTION area on page 3 of the document (or, if required, within any governmental jurisdiction therein), and/or the State of Florida.
- 5.4.5** If applicable, a copy of the proposer's license issued by the State of Florida licensing authority allowing the proposer to provide the services detailed herein.
- 5.5 Contract Service Standards:** All work performed pursuant to this RFP must conform and comply with all applicable local, state and federal codes, statutes, laws and regulations.
- 5.6 Right to Negotiate Final Fees:** The Agency shall retain the right to negotiate the amount of fees that are paid to the Contractor, meaning the fees proposed by the top-rated proposer may, at the Agency's options, be the basis for the beginning of negotiations. Such negotiations shall begin after the Agency has chosen a top-rated proposer. If such negotiations are not, in the opinion of the CO, successfully concluded within 5 business days, the Agency shall retain the right to end such negotiations and begin negotiations with the next-rated

proposer. The Agency shall also retain the right to negotiate with and make an award to more than one proposer, as long as such negotiation(s) and/or award(s) are addressed in the above manner (i.e. top-rated first, then next-rated following until a successful negotiation is reached).

**5.7 Prompt Return of Contract Documents:** Any and all documents required to complete the contract, including contract signature by the successful proposers, shall be provided to the Agency within 5 business days of notification by the Agency.

**Index of Tables**

**[Table No. 7]**

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